

MELISSA SCOTT (MISSY)

Bellefonte, PA
814.883.4276
mscott@blackhooftech.com

SUMMARY

Small business owner with a multifaceted industry skill set. Pursuing professional growth opportunities to augment my current (and very satisfying) employment position.

PROFESSIONAL EXPERIENCE

Foxdale Village | *IT Support Specialist* | July 2024 - present

- Provide IT individualized support services to continuing care facility residents
- Assist with the administration of multiple network systems and devices
- Maintain resident safety alert and phone systems
- Resolve hardware and software issues for administration and staff

Black Hoof Technology LLC | *Owner & President* | July 2020 - present

Project Collaboration | On-site Specialist

- **CAT Simulators** – Comprehensive rebuild of a 4 unit, \$250K heavy equipment simulator
- **App-Techs** – Resolution of existing IP camera conflicts that were not disclosed by a mutual client
- **LVTech** – Management of a full local domain rebuild, host replacement, and network realignment

Technology Director | Contracted Services

- Coordinate users within a hybrid M365 and Google for Education environment
- Administer multiple software applications to meet specific classroom needs
- Evaluate, upgrade, and streamline campus infrastructure for faculty, staff, and students
- Manage Cambium Maestro Wi-Fi 6 and Allworx VoIP systems configurations

Company Storefront | Customer Solutions

- Mentor interns while building core IT skills and engaging specific areas of interest
- Fulfill MSP agreements for both K-12 and CTC educational institutions
- Provide per incident repairs and support to local individuals and small businesses

Greybeard Technology | *IT Technician* | June 2019 - June 2020

- Refurbished 83% of the client's endpoint infrastructure and upgraded EOL devices to Windows 10
- Maintained a multi-host, mixed OS, Hyper-V environment
- Increased Xirrus WAP capacity by 150% utilizing collision analysis and antenna redirection

Greybeard Technology | *Project Intern* | March 2018 to May 2019

- Developed and successfully implemented all aspects of the CSITI Project, a community service organization providing refurbished equipment to underserved populations and end user education to senior residents in the community.

EDUCATION

Penn State World Campus | *B.S. Information Sciences and Technology* | May 2019

Pennsylvania State University | *B.S. Animal Bioscience and Lactation Physiology* | August 1996